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1. Introduction

The **Two Factor Authentication** or **2FA** technology provides identification of users by means of the combination of two different components. It involves two independent credentials for more secure transactions.

This document will help to describe the OTP (One Time Password) process during login for the User Dashboard.

A. Login

To access the User Dashboard, open Chrome (or Internet Explorer) and either type or copy paste the URL: [https://registry.aan.com/Dashboard/Login.aspx](https://registry.aan.com/Dashboard/Login.aspx)

Login with your credentials (Member ID and password) and click on the ‘Login’ button.
B. Two Factor Authentication Enrollment

After logging in, first time users (and per new device) will be directed to the Two Factor Authentication Enrollment window. Enrollment can be done using any one of the below mentioned two options.

- Only Email
- Only Cell Phone
1. **Only Email**

Clicking on the ‘**Only Email**’ option, will open the window to authenticate by Email ID.

   
   **Authenticate via Email ID**

   - Registered Email ID will be pre populated and partially displayed in this screen. The field is non editable.

   ![Image of authentication window]

   *To change the above information, user can update his/her member profile directly at AAN.com/Member Profile or by contacting AAN member services by Email at memberservices@AAN.com or by calling (800) 879-1960.*

   By clicking on **Skip**, user can skip the Two Factor Authentication process and login to the application for a maximum of 5 times. From the sixth time onwards, the user will have to complete the Two Factor Authentication in order to login the portal.

   By clicking on **Submit**, the One Time Password will be generated and sent to the registered Email.

   **Note:** To change the information, user can update his/her member profile directly at AAN.com/Member Profile or by contacting AAN member services by Email at memberservices@AAN.com or by calling (800) 879-1960.
ii. One Time Password (OTP) Window

![OTP Window Image]

Clicking here will resend OTP if user does not get OTP in the required time frame or if user enters wrong OTP.

iii. OTP Expired Window

One Time Password (OTP) is valid for the current session for a maximum of 3 times. After 3 subsequent wrong attempts, the User will be re-directed to this OTP Expired window.

![OTP Expired Image]

New OTP will be generated after clicking on this link.
On entering the correct OTP, the User will be logged in to the Dashboard.
2. **Only Cell Phone**

Clicking on ‘Next’, opens the window to choose between the Phone number and Cell Phone.

- If the Phone number and/or Cell phone are registered in the AAN member profile, they will be partially displayed here as a non-editable field.

Select ‘Only Cell Phone’ and then click on ‘Next’ to complete the 2FA process.

Select either ‘Phone number’ or ‘Cell Phone’.

On clicking on the ‘Submit’ button, the OTP will be generated and sent to the selected registered phone number.
User has to enter the OTP in the window and click on ‘Submit’ to be logged into the Dashboard.

Once the authentication is successful, the User will be redirected to the Dashboard.
C. Regenerate OTP

The OTP will be re-generated in the following cases:

1. After 3 wrong attempts or entries, User will be redirected to the ‘OTP Expired’ Window.
2. Recent four combinations of IP Address (per device) and Member ID will be saved. Starting with the fifth, for each combination of IP Address and Member ID, 2FA enrollment with OTP will be required.